

City **MANAGER'S** M E S S E N G E R



City of
Fayetteville
North Carolina

July 29, 2016

CITY COUNCIL SCHEDULE

8/1/2016

City Council Work Session, 5 p.m.,
City Hall Lafayette Room

8/8/2016

City Council Regular Meeting, 7 p.m.,
City Hall Council Chamber

8/22/2016

City Council Regular Meeting, 7 p.m.,
City Hall Council Chamber

City Manager's Office

- The Call Center conducted its first FayFixIt Ambassadors meeting in an effort to bring FayFixIt super-users and staff together to strategize and foster engagement by encouraging neighbors to get involved with FayFixIt. These meetings will occur on a monthly basis.
- The Veterans Internship Program currently has two veterans placed in Finance and two additional veterans to be placed in Parks & Recreation next week. Staff is currently in the process of identifying two veterans to work in the Call Center to help reduce current wait times and to provide support to the Planning & Code Enforcement Department.
- A meeting has been scheduled for Friday, July 29 with AmeriCorps to



discuss the new Urban Safety Corps Program at the request of the Mayor. This model, currently being used in Detroit, has been successful in recruiting community volunteers to improve public safety in targeted areas. This meeting will have representatives of AmeriCorps, Mayor Pro Tem Colvin, Interim City Manager Hewett, Chief Medlock, Chief Major and several members of the CMO.

- CMO staff met with CM Wright on July 26 to discuss the My Brother's Keeper challenge. An action plan will be developed and shared with City Council and staff in the coming weeks.

Fire

- Staff met this week to begin preparations for the department's annual Fall Public Safety day. The event is scheduled for Saturday, Oct. 8 in the Cross Creek Mall Sears parking lot from 11 a.m. to 3 p.m. The annual event provides the City and County the opportunity to showcase our personnel and equipment and the services that we provide to our communities, as well as provide for a fun-filled day that includes celebrating Sparky's birthday!
- Our Training Division staff worked with HRD this past week to finalize our upcoming recruitment process. The Fayetteville Fire/ Emergency Management Department will be taking applications from July 25-Aug. 19. Applications can be completed online by visiting the City of Fayetteville website.
- Suppression units responded to a residential fire alarm on Monday, July 18 at approximately 9:42 a.m. at 3505 Gables Drive off Country Club Drive. First arriving units found nothing showing. After investigating firefighters smelled smoke coming from the exterior of the structure. Firefighters made entry into the structure and found smoke conditions. One male was located and removed from the structure. The fire was located, extinguished and contained to the kitchen. The male occupant received treatment on the scene by the Fire Department and EMS and was transported to Cape Fear Valley Medical Center for further evaluation and treatment. The origin of the fire was found to be on the stove. The cause of the fire was determined to be accidental due to unattended cooking. The combined building and contents loss is estimated to be \$1,000. Suppression units also responded to a commercial structure fire located at 335 Ray Ave. off Rowan Street at Festival Park. First arriving units found smoke showing from the stage and a dumpster located in the rear of the stage. The fire was quickly extinguished and there were no injuries reported. The cause of the fire was determined to be intentional in nature. The investigation has been turned over to the Fayetteville Police Department. The combined building and contents loss is estimated to be \$5,000.

Nothing Significant to Report: City Attorney's Office, Police, Internal Audit and Corporate Communications

OPERATIONS PORTFOLIO

Parks & Recreation

- Fayetteville-Cumberland Parks & Recreation opened the City of Fayetteville's third pool on Friday, July 15. The Keith Andrew Bates, Sr. Aquatic Center opened at 1 p.m. following the ribbon cutting ceremony. Robert Lints of the FCPR Advisory Board emceed with remarks from Mayor Robertson and Mayor Pro Tem Colvin. Councilman Crisp addressed remarks to the naming of the facility in memory of former Councilman Bates. Councilman Bates' wife Margaret and several family members were in attendance along with 139 initial swimmers. By 3 p.m., the pool had welcomed over 300 patrons. Below are a few facts about the facility:
 - ◇ The Keith A. Bates Aquatic Center is 29,000 square feet (inside the fence). The pools make up 8,455 of the 29,000 square feet.
 - ◇ Swimmer capacity is 514; patron capacity is 567.
 - ◇ The wading pool is 5,080 square feet, holds 66,000 gallons of water and ranges from zero to 3.5 feet in depth.
 - ◇ The wading pool contains a water slide that is approximately 21-feet high and a winding 126-feet long. The slide's 15 horsepower motor pumps 700 gallons of water through the flume every minute. Slide patrons must be a minimum of 48-inches tall.
 - ◇ The competition pool is 3,375 square feet (45-feet X 75-feet), holds 130,000 gallons of water and ranges from 4-6 feet in depth.

Nothing Significant to Report: Environmental Services, Transit and Airport

COMMUNITY INVESTMENT PORTFOLIO

Permitting & Inspections

- 99% of all inspections last week occurred in 1-business day or less from time of request, with 15% occurring the same day of the request. 100% of all inspections were completed within 2-business days of request for the week of July 18-22. The number of inspection stops does not include inspections that were requested for future times outside of the 2-business day window or for cancelled inspections.
- Construction values for the week of July 18-22 totaled \$6,138,109 with \$1,500,281 in new residential & residential renovations, \$4,408,929 in new commercial and commercial renovations and \$228,899 in other permits (swimming pools, fences and other structures, i.e. cell towers, retaining walls, etc.)
- Staff completed seven commercial plan reviews last week and currently have 43 commercial projects in plan review.

Nothing Significant to Report: Community Development, Economic & Business Development, Engineering & Infrastructure, Human Relations and Planning & Code Enforcement

SUPPORT SERVICES PORTFOLIO

Information Technology

- The Business Intelligence team completed enhancements to FayWorx permit reports to increase performance by 98%. The permit printing has gone from 2-4 minutes to 7 seconds, because we made changes to the SSRS report querying. Citizens now can benefit from shorter wait times on printing permits in City Hall.
- The GIS division is working with SPA to supply and configure iPads with the Survey123 app for use by the 96 Brigade to complete the windshield survey.

Budget & Evaluation

- City Council adopted the fiscal year 2017 annual budget on June 27, and Budget staff has begun the process of compiling the adopted budget document.
- Staff is working with other departments to complete year-end closing requirements.
- In a collaborative effort with the IT Department, Budget staff is working on the creation of electronic CIP and TIP forms.

SPA

- The City has been recognized with a Certificate of Excellence in Performance Management from the International City/County Management Association (ICMA). Of the 52 jurisdictions honored overall, Fayetteville is among 34 jurisdictions receiving the Certificate of Excellence – the highest level awarded for excellence in reporting and analyzing data and fostering the development of a data-driven culture. The City is one of only two cities in North Carolina to receive this award. The ICMA's recognition validates the City's efforts to lead the nation in performance measurement, continuous improvement and community engagement.
- SPA is coordinating with City departments for a Neighborhood Indicators and Community Evaluation –N.I.C.E. project to kick off Aug. 15. - the City recognizes the need for effective urban planning. In order to provide this service for our citizens, current data and analysis on structures and vacant lots is needed. This project will collect, compile, analyze and report data collected by volunteers to the City for incorporation into urban planning, code enforcement efforts and neighborhood revitalization efforts. This project includes development and execution of a plan to organize a group of volunteers to collect data from designated areas within Fayetteville. This plan will include all tools necessary for data collection, analysis, reporting and integration into existing City processes and systems.
- Departments are finalizing FY16 data input into TracStat. The SPA and City Manager's Office will begin review, in preparation for the FY16 Performance Report.

Nothing Significant to Report: City Clerk's Office, 1-FAY Call Center, Finance, Human Resource Development and Strategic Performance Analytics